

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 27th February – 12th March 2023, BBC Audience Services (Stage 1) received a total of **8,189** complaints about programmes. **43,288** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	09/03/2023	Complaints about the context Fiona Bruce gave during a discussion concerning domestic violence allegations against Stanley Johnson.	854
The Nolan Show	BBC Radio Ulster	03/03/23	Alleged bias in Matthew O'Toole MLA's treatment.	115
The World at One	BBC Radio 4	03/03/2023	Felt Jonny Dymond allowed biased comments by Nadine Dorries to go unchallenged.	108

97% of all complaints dealt with between 27th February – 12th March 2023 received an initial response within the stage 1 target period of 10 working days.

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

Recent BBC public responses to significant complaints at Stage 1 are published at:
<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 21 findings at Stage 2 between 27th February – 12th March 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
The Now Show	Radio 4	02/12/2022	Christianity singled out for mockery	Not upheld
Any Questions	Radio 4	11/11/2022	EU referendum result misrepresented	Not upheld
Reporting Scotland	BBC One Scotland	24/01/2022	Inaccuracy about Isla Bryson's gender x2	Not upheld
PM	Radio 4	16/11/2022	Invalid extrapolation of inflation rate	Not upheld
Politics Live	BBC Two	23/01/2023	Inaccuracy about ULEZ and air quality	Not upheld
Sort Your Life Out	BBC One	01/02/2023	Bad example to rabbit-owners x6	Not upheld
India: The Modi Question	BBC Two	17/01/2022	Bias against India and Hindus x4	Not upheld
Analysis	Radio 4	07/11/2022	Inaccurate to describe UK as one of the richest countries	Not upheld
BBC Wales Investigates	BBC One Wales	16/01/2023	Misleading impression of Welsh Rugby Union	Not upheld
BBC News (6 & 10pm)	BBC One	23/12/2022	Irresponsible for reporter with a cold to report from a hospital	Not upheld
BBC News (6pm)	BBC One	05/01/2023	Biased towards Royal Family	Not upheld
Newsline	BBC One Northern Ireland	24/01/2023	Biased reference to "Derry"	Not upheld

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

95% of complaints (20 out of 21) dealt with between 27th February – 12th March 2023 received a response within the target time.